

U7069-171.080. R7

# HOOVER® Conquest™ Commercial Cleaner

Model \_\_\_\_\_ Serial No. \_\_\_\_\_ (located on bottom of cleaner base). Record and retain.

**OPERATING INSTRUCTIONS:** Please read carefully before operating.

## Important Safeguards!

When using an electrical appliance, always follow basic precautions, including the following:

READ ALL INSTRUCTIONS BEFORE USING THIS APPLIANCE

### Warning:

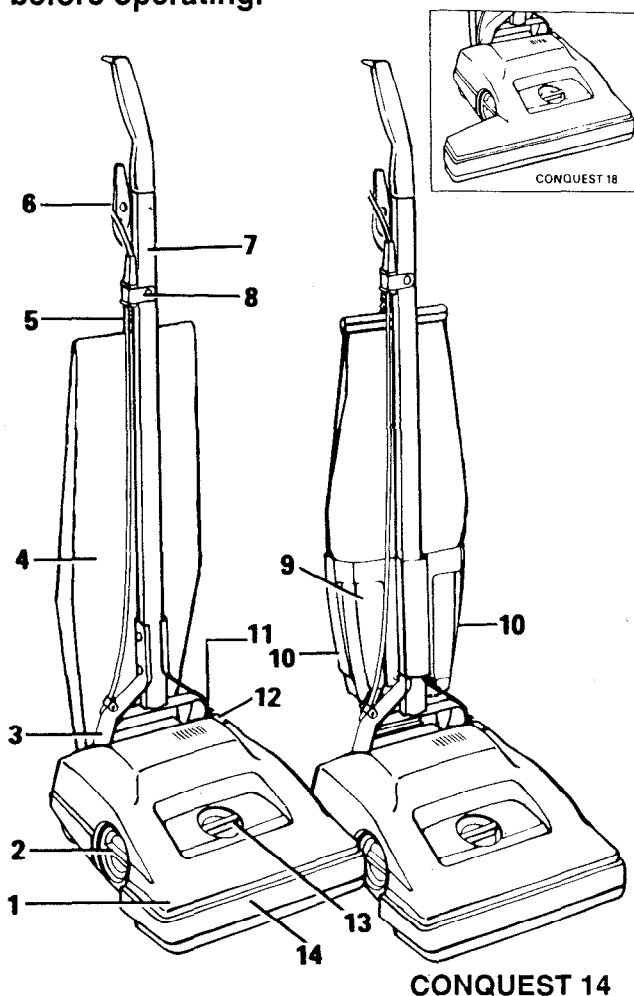
To reduce the risk of fire, electric shock, or injury:

- Do not use outdoors or on wet surfaces.
- Connect to a properly grounded outlet only. See "Grounding Instructions".
- Close supervision is necessary when any appliance is used by or near children. Do not allow vacuum cleaner to be used as a toy or to run unattended at any time.
- Keep hair, loose clothing, fingers, feet and all parts of body away from openings, rotating agitator and other moving parts. Do not operate cleaner in bare feet or when wearing open toe shoes or sandals.
- Do not pick up anything that is burning or smoking, such as cigarettes, matches, or hot ashes.
- Do not use to pick up flammable or combustible liquids such as gasoline or use in areas where they may be present.
- Avoid picking up hard, sharp objects with the cleaner. They may damage the cleaner or the bag.
- Do not use without dust bag or dirt cup in place. Change throw away bag or shake outer bag and empty dirt cup frequently when picking up very fine materials such as powder.
- Use extra care when cleaning on stairs.
- Do not put any object into openings. Do not use with any opening blocked; keep free of dust, lint, hair, and anything that may reduce air flow.
- Do not pull or carry by cord, use cord as a handle, close door on cord or pull cord around sharp edges or corners. Do not run appliance over cord. Keep cord away from heated surfaces.
- Always disconnect cord from electrical outlet before servicing the cleaner.
- Unplug cleaner when not in use. Turn off all controls before unplugging.
- Do not unplug by pulling on cord. To unplug, grasp the plug, not the cord. Never handle plug or appliance with wet hands.
- The use of an extension cord is not recommended. If an extension cord is absolutely necessary, use at least a 16 gauge 3-wire cord which has a 3-prong grounding type plug and a 3-pole receptacle that accepts the machine plug.
- Do not use with damaged cord or plug. If appliance is not working as it should, has been dropped, damaged, left outdoors, or dropped into water, take it to a Hoover Factory Service Center or Authorized Hoover Commercial Warranty Service Distributor.
- Use vacuum cleaner only for its intended use as described in this owner's manual. Use only attachments recommended by The Hoover Company; others may cause hazards.

## Save these instructions!



This cleaner meets Occupational Safety and Health Act (OSHA-29 CFR 1910 Subpart S) requirements.



Follow the operating instructions for the dust collecting system you have purchased for your cleaner.

- |  |  |
|--|--|
| <b>1. HOOD</b>   | <b>9. DIRT CUP:</b> dirt receptacle of the cleaner.  |
| <b>2. ACCESS CAP:</b> provides access to dirt channel for removing heavy particles. Turn cap counterclockwise to remove; clockwise to install. | <b>10. LATCHES:</b> located on both sides of the dirt cup; lock dirt cup into position.  |
| <b>3. HANDLE BAIL/CARRYING HANDLE:</b> supports the handle and is used for carrying the cleaner.   | <b>11. HANDLE RELEASE LEVER:</b> step on lever to lower handle to operating or low position.   |
| <b>4. OUTER BAG</b>  | <b>12. ON-OFF CONTROL:</b> depress control with your foot to turn cleaner ON or OFF.   |
| <b>5. SPRING HOOK:</b> place spring ring over hook to support the bag.   | <b>13. ADJUSTMENT CONTROL FOR CARPET PILE HEIGHT:</b> adjusts nozzle (agitator location) to carpet pile height; 1-glue-down to 6-shag. |
| <b>6. CORD STORAGE HOOK:</b> loop cord around hook for storage.  | <b>14. FURNITURE GUARD</b>   |
| <b>7. HANDLE</b>   |  |
| <b>8. CORD CLAMP AND CORD PROTECTOR</b>  |  |

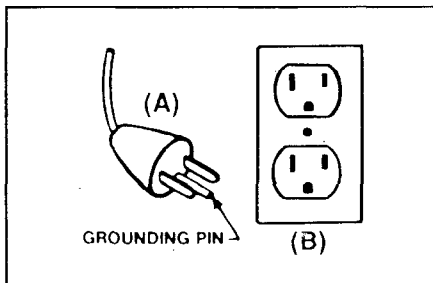
# How to use

Operate cleaner only at voltage specified on data plate on bottom of cleaner.

**WARNING:** Electrical shock could occur if used outdoors or on wet surfaces.

## Grounding instructions

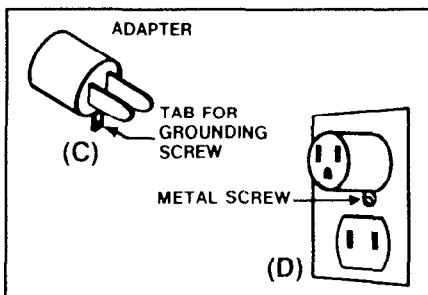
This appliance must be grounded. If it should malfunction or breakdown, grounding provides a path of least resistance for electrical current to reduce the risk of electric shock. This appliance is equipped with a cord having an equipment-grounding conductor and grounding plug (A). The plug must be plugged into an appropriate outlet (B) that is properly installed and grounded in accordance with all local codes and ordinances.



## DANGER —

Improper connection of the equipment-grounding conductor can result in the risk of electric shock. Check with a qualified electrician or service person if you are in doubt as to whether the outlet is properly grounded. Do not modify the plug provided with the appliance - if it will not fit the outlet, have a proper outlet installed by a qualified electrician. This appliance is for use on a nominal 120 volt circuit and has a grounding plug that looks like the plug illustrated in sketch (A).

A temporary adapter (C) may be used to connect this plug to a 2-pole receptacle (D) if a properly grounded outlet is not available. The temporary adapter should be used only until a properly grounded outlet (B) can be installed by a qualified electrician. The green colored rigid ear, lug, or the like extending from the adapter must be connected to a permanent ground such as a properly grounded outlet box cover. Whenever the adapter is used, it must be held in place by a metal screw.



## Adjustment for carpet pile height

It is necessary to raise and lower the nozzle for various carpet pile heights. Turn the control to the desired adjustment for carpet pile height according to the chart below.

**1 for cleaning glue-down carpet and removing loose dirt from hard surface floors.**

**2 for short pile and kitchen type carpet**

**3 for multi-level carpet or carpet with normal pile height**

**4 for padded level loop or sculptured type carpet**

**5 for plush carpet or carpet with normal pile height but thicker density**

**6 for very long or shag pile carpet**

**Note:** If the cleaner is difficult to push, turn control to next higher setting. This will decrease the belt load and pushing effort.

## Brushed edge cleaning

Brushed edge cleaning is provided on both sides of the nozzle to remove embedded dirt in carpet near baseboards and furniture. Guide either side of the nozzle parallel to edge of carpet or furniture.

## Maintenance

**Disconnect cleaner from electrical outlet before attempting to service it in any manner.**

**Do not operate cleaner without either cloth dirt bag or paper throw away bag.**

## Heavy object clean out

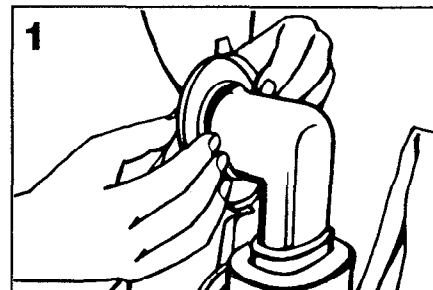
Remove access cap and inspect channel after every use. Remove any debris to maintain performance and prevent damage to cleaner.

## The cloth dirt bag

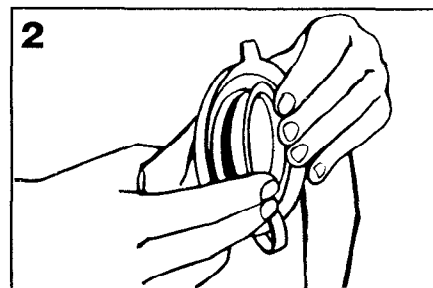
If you have purchased a durable cloth dirt bag, check the bag from time to time. It should be emptied often. If the bag is allowed to overfill, the cleaner will not operate effectively.

## How to empty the bag

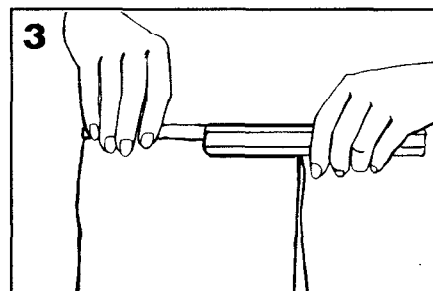
1. Unzip outer bag.
2. Place handle in operating position and remove spring ring from spring hook.
3. Pull dirt bag and tube from outer bag.



4. Grasp sides of bag collar and pull collar from tube. (Fig. 1).



5. Snap bag cap into collar opening. (Fig. 2).



6. Slide bag closure clip from top of dirt bag. (Fig. 3).
7. Empty dirt bag over paper, shaking bag until clean.
8. Replace bag closure clip.

**Note:** In Canada, the use of a temporary adaptor is not permitted by the Canadian Electrical Code.

9. Uncap bag collar and push collar firmly onto tube. Make sure collar is pushed beyond the raised portion at the top and bottom of the tube.

10. Position bottom of dirt bag into outer bag. Then position bag closure clip inside the top of the outer bag.

11. Attach spring ring to spring hook.

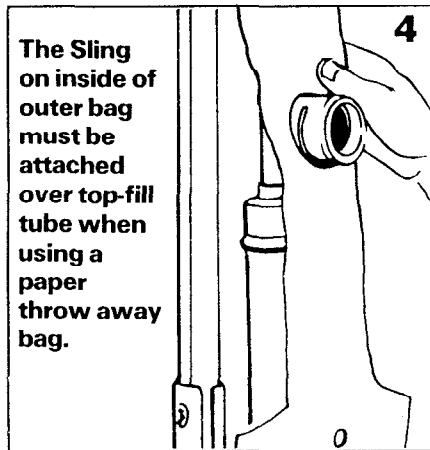
12. Zip outer bag.

## Optional paper throw away bag

A HOOVER® **Type A** paper throw away bag may be used with the cleaner in place of the cloth dirt bag.

Remove cloth dirt bag from cleaner following directions previously given and remove bag closure clip from dirt bag.

Reposition bag closure clip inside top of outer bag and attach spring ring to spring hook.



Firmly push bag collar of throw away bag onto tube, taking care not to damage bag during installation.

Pull out pleats of throw away bag. Position top and bottom of bag into outer bag, then zip the outer bag.

## The dirt cup

The dirt picked up by the cleaner is deposited into the dirt cup.

When empty, the cup can be cleaned with a damp cloth or rinsed with water. Be sure cup is dry before re-using.

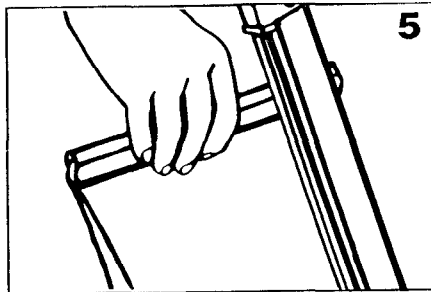
## When to empty dirt cup

Frequently check dirt level in the dirt cup. **It is recommended that you empty the cup when the dirt level reaches the "Full Line" on back of cup.** If more dirt is allowed to accumulate, your cleaner may not operate effectively and spillage may occur when cup is removed.

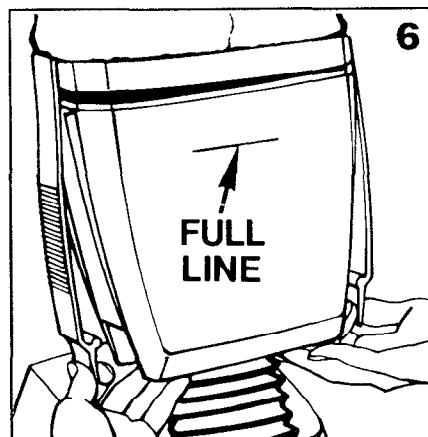
Peak performance of your cleaner can be maintained by turning the cleaner off, unhooking bag spring, shaking the filter bag, and emptying the dirt cup frequently before it becomes full.

## How to empty dirt cup

1. Place handle in operating position and unhook spring from handle.
2. While holding bag closure clip, shake bag vigorously to release dirt accumulated in bag.



3. Rehook spring and place handle in upright position. Allow a few seconds for dirt to settle into cup.
4. While supporting bottom of cup, release the two latches by pulling them outward as shown.



5. Remove cup and empty it.
6. Reposition cup up into support at bottom of bag and snap latches into position.

## The belts

### When to replace belts

To check belts, remove hood (see following section). If either belt is stretched or cut; or if the agitator fails to rotate, replace the appropriate belt.

### How to replace belts

(Flat belt - HOOVER part No. 38528-011)  
(V - belt - HOOVER part No. 38528-013)

**Disconnect cleaner from electrical outlet.**

1. Remove hood, by turning cleaner over and removing the 4 Phillips head screws indicated by arrows on bottom of cleaner.
2. Return cleaner to original position. Depress handle release lever to lower handle and then lift off hood.

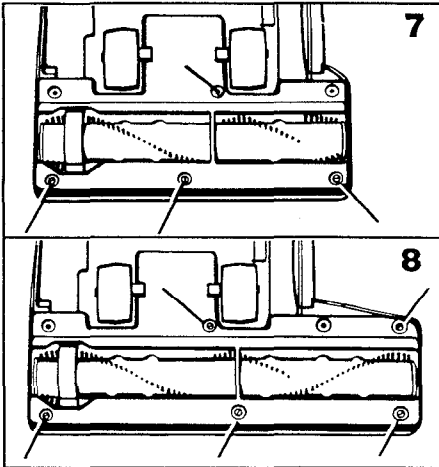
### To replace flat belt

3. Remove old belt from motor and idler pulleys (Fig. 9).
4. With lettering on outside of new belt, slip belt around idler and motor pulley.
5. Roll idler pulley to make sure belt is positioned properly.
6. Reposition hood, turn cleaner over and replace screws. Tighten with screwdriver.

## To replace V-belt:

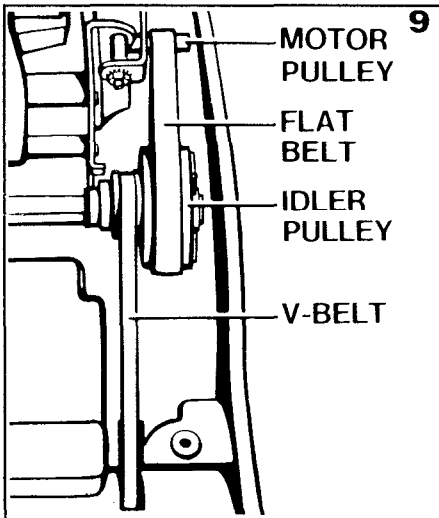
3. Remove flat belt from motor and idler pulley.

4. Turn cleaner over and remove remaining bottom plate screws as shown (Fig. 7 or 8). Remove bottom plate.

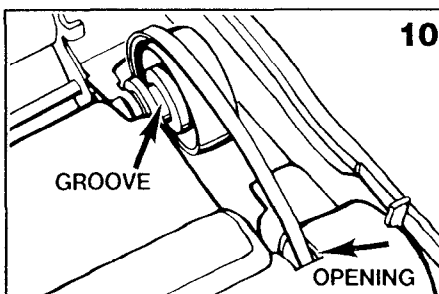


5. Pull out agitator and slide off old belt.

6. Turn cleaner over and remove old belt from idler pulley.



7. With lettering on outside of new V-belt, position belt into groove of idler pulley. Then push belt through opening on bottom of cleaner (Fig. 10).



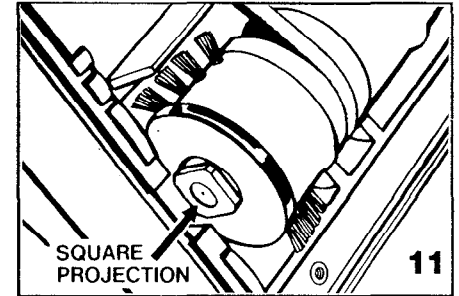
8. With lettering on outside of flat belt, position belt around idler and motor pulley.

9. Turn cleaner over. Place V-belt into groove of agitator. Reposition agitator by sliding square projection on belt end of agitator into square slot on side of nozzle. Then slide round projection on other end of agitator into round slot (Fig. 11).

10. Turn cleaner over and roll idler pulley to make sure flat belt and V-belt are positioned properly.

11. Reposition hood and bottom plate.

12. Replace hood and bottom plate screws. Tighten screws with screwdriver.



## Agitator roll

### When to replace agitator roll sleeve

Disconnect cleaner from electrical outlet.

To check condition of brushes, move edge of a card across agitator opening. Rotate agitator by hand. If brushes do not touch edge of card, the brushes are worn and sleeve should be replaced.

### How to replace agitator roll sleeve

(Conquest 14 - agitator roll sleeve - HOOVER part No. 48416013)

(Conquest 18 - agitator roll sleeve - HOOVER part No. 48416017)

1. Remove bottom plate and pull out agitator. Slip V-belt off of agitator.

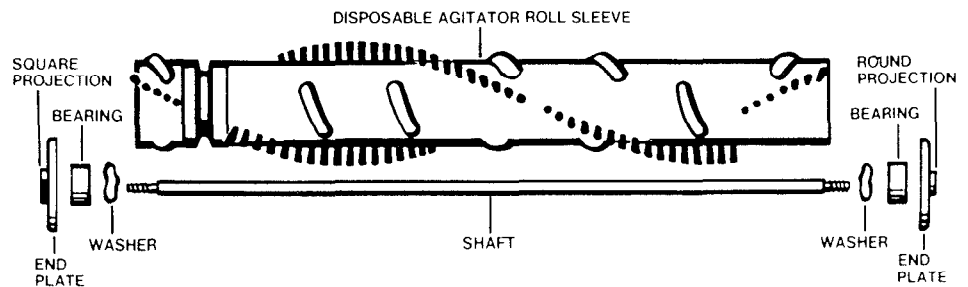
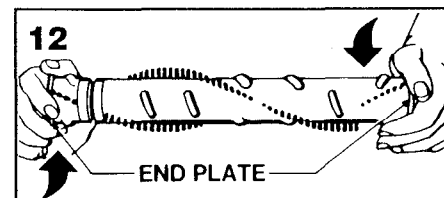
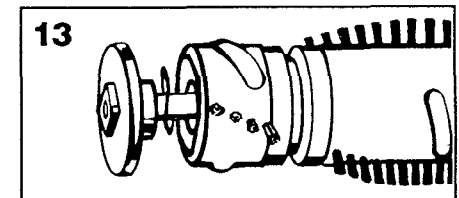


Illustration shows the agitator disassembled. All parts **except** the agitator roll sleeve should be kept in order to reassemble the agitator using a **new** sleeve.



2. Turn end plates of agitator in opposite directions until one end plate comes off. (Fig. 12).

In order to remove bearing and washer from that end, slightly pull out opposite end plate and push bearing out with the shaft. Remove bearing and washer.



3. Remove opposite end plate, shaft and washer. (Fig. 13).

4. Replace parts onto new agitator roll sleeve.

5. Pull V-belt up through opening in cleaner. Position belt into groove in new agitator roll sleeve.

6. Reposition agitator by sliding square and round projections on agitator ends into square and round slots on sides of nozzle. Roll agitator toward rear of cleaner.

7. Reposition bottom plate. Replace bottom plate screws. Tighten screws with screwdriver.

8. To make sure agitator rotates, plug cleaner into electrical outlet and turn cleaner on.

If agitator does not rotate, the V-belt is not positioned properly in the groove of the idler pulley. Should this occur, proceed as follows:

1. **Disconnect cleaner from electrical outlet.**

2. Referring to section "How to replace belts", remove hood and reposition V-belt into groove of idler pulley.

3. Reposition hood, turn cleaner over and replace hood screws. Tighten screws with screwdriver.

## Power cord

To reduce twisting of the power cord, start at the cleaner handle end of the cord and coil before storing on storage hook.

# If you have a problem

If a minor problem occurs, it usually can be solved quite easily when the cause is found by using the check list below.

Problem	Possible cause	Possible solution
Cleaner won't run	1. Not firmly plugged in. 2. No voltage in wall plug. 3. Blown fuse/tripped breaker.	1. Plug cord in firmly. 2. Check fuse or breaker. 3. Replace fuse/reset breaker.
Cleaner won't pick up	1. Broken or worn belt(s). 2. Agitator brushes worn. 3. Bag full/dirt cup full.  4. Incorrect carpet height setting.  5. Agitator not rotating.  6. Heavy object clean out full of debris.	1. Replace belt(s). 2. Replace agitator roll sleeve. 3. Empty bag/dirt cup; change throw away bag. 4. Move nozzle control knob to type of carpet being cleaned. 5. Check V-belt positioning in groove of agitator and of idler pulley. 6. Empty heavy object clean out.
Cleaner hard to push	1. Incorrect carpet height setting. 2. Agitator brushes worn.	1. Move nozzle control knob to a higher setting. 2. Replace agitator roll sleeve.

## Service

To obtain approved HOOVER service and genuine HOOVER parts, locate the nearest **Hoover Factory Service Center or Authorized Hoover Commercial Warranty Service Distributor** by:

- checking the Yellow Pages under "Vacuum Cleaners - Commercial & Industrial" OR -
- checking the list of Factory Service Centers provided with this cleaner OR -
- calling 1-800-944-9200 for an automated referral of authorized service outlet locations (U.S. only)

**Do not** send your cleaner to The Hoover Company in North Canton for service, this will only result in delay.

**If further assistance is needed**, contact The Hoover Company Consumer Response Center, North Canton, Ohio 44720  
Phone: 216-499-9499.

**In Canada**, contact Hoover Canada, Burlington, Ontario L7R 4A8,  
Phone: 1-800-263-6376.

Always identify your cleaner by the **complete** model number when requesting information or ordering parts. (The model number appears on the bottom of the cleaner.)

## Lubrication

The motor and agitator are equipped with sealed ball bearings. The addition of lubricant could cause damage. **Therefore, do not add lubricant to the motor or agitator bearings.**

HOOVER and  are registered trademarks  
**THE HOOVER COMPANY, NORTH CANTON, OHIO 44720**